

PERIODIC DISCLOSURES

FORM NL-41 - GRIEVANCE DISPOSAL

INSURER: Kotak Mahindra General Insurance Company Limited

DATE : 31-Mar-19

GRIEVANCE DISPOSAL FOR THE PERIOD 1-Jan-2019 to 31-Mar-2019								
Sl.No.	Particulars	Opening Balance* as on 01.01.2019	Additions during the quarter	Complaints Resolved / Settled during the quarter			Complaints pending at the end of the quarter	Total Complaints registered upto the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by the customers							
a)	Proposal related	-	-	-	-	-	-	-
b)	Claim	1	8	2		7	-	33
c)	Policy related	1	7	3		4	1	13
d)	Premium	-	-	-	-	-	-	-
e)	Refund	-	-	-	-	-	-	-
f)	Coverage	-	-	-	-	-	-	-
g)	Cover Note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	2
i)	Others	4	4	2		4	2	21
	Total Number of complaints	6	19	7	0	15	3	69

2	Total No . of policies during previous year:	252,130
3	Total No. of claims during previous year	15,406
4	Total No. of policies during current year	722,951
5	Total No. of claims during current year	27,631
6	Total No. of Policy Complaints (Current year)per 10000 policies (current year)	0.50
7	Total No. of Claims Complaints (current year) per 10000 claims registered (current year)	11.94

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a)	Upto 7 days	2	-	2
b)	7 - 15 days	1	-	1
c)	15-30 days	-	-	-
d)	30-90 days	-	-	-
e)	90 days & beyond	-	-	-
	Total no. of complaints	3	-	3

* Opening balance should tally with the closing balance of the previous financial year.

Note:

- Points 1 (a) to 1 (i) [excluding 1 (b)] and Point No.2 have been considered for the calculation of Point No. 6
- Points 1 (b) and Point No. 5 have been considered for the calculation of Point No. 7
- Complaints received in Escalated Status from IRDA are not included in this report
- Total number of intimated claims has been considered as claims